



# Client View Guide

SURALINK TUTORIAL

Suralink Tutorial  
Client View

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## WELCOME!

Welcome to the Suralink platform. This tutorial will help you become familiar with the platform's layout and functionality from the perspective of a Client User.

If you have any questions at all, please don't hesitate to reach out to us at [support@suralink.com](mailto:support@suralink.com).

### LEGAL NOTICE:

This guide is intended for clients and clients of firms who have purchased the Suralink Professional Document Exchange system only.

If you are not either a customer of Suralink, or the client of a customer of Suralink, you are not authorized to view this document. Customers of Suralink are only authorized to provide this document to their own clients who will be using the system. This is not to be used for external websites or publication. Prior authorization must be received to share or post this document beyond authorized users.

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01.

LOGGING IN – CLIENTS PAGE

When you first log in, you will be brought to the Clients page. You will see a list of engagements for your company. You can launch an engagement by:

1. Clicking on an Engagement from the list or
2. Hovering your mouse over the “Engagements” button in the top right of the window, and clicking on the engagement you want to launch from the dropdown list.

The screenshot shows the Suralink interface for the 'Clients' page. The main content area displays 'Active Engagements' for 'ABC Co.' with a table listing various engagements like '401(k) Plan', '403b Audit', and 'Annual Financial Audit'. A dropdown menu is open under the 'Engagements' button in the top right, listing specific reports such as 'Completed Tax Return' and 'SOC 2 - Final Report'. Below the table, there are sections for 'Reports' and 'My Team'.

| Name                           | Published  | Filename                 | Last Accessed             |
|--------------------------------|------------|--------------------------|---------------------------|
| Completed Tax Return           | 10-29-2020 | 2 files                  | 10-29-2020 by ABC Co. CFO |
| SOC 2 - Final Report           | 10-29-2020 | ABC Co. SOC 2 Report.txt | 10-29-2020 by ABC Co. CFO |
| Financial Audit Report - Final | 10-29-2020 | 3 files                  | 10-29-2020 by ABC Co. CFO |
| ABC Co. 401(k)                 | 10-29-2020 | ABC Co. 401(k) Final.txt | 10-29-2020 by ABC Co. CFO |
| 403b Audit Final Report        | 10-29-2020 | 4 files                  | 10-29-2020 by ABC Co. CFO |



02.

### REQUEST LINE ITEMS

After launching an engagement you will be directed to the **Request List page**: a dynamic request list integrated with a secure file portal. On this page, you'll see a list of Request Line Items (also referred to as "requests"). These are a way to track the documents your accounting firm needs you to provide. You would normally see these items in a spreadsheet request list provided by your firm.

| Request Id             | Description  | Due Date   |
|------------------------|--|------------|
| 1                      | Inquiries<br>Chairman of Board / Chairman of Audit Committee Inquiries | 12-31-2020 |
| 2                      | CEO Initial Inquiries  | 12-31-2020 |
| 3                      | CFO Initial Inquiries  | 12-31-2020 |
| 4                      | Employee Schedule <small>Firm provided (1) file</small>                | 12-31-2020 |
| 5                      | Legal Expenses   | 12-31-2020 |
| 6                      | BOD Minutes  | 12-31-2020 |
| 7                      | Officer & Director List <small>Firm provided (1) file</small>          | 12-31-2020 |
| 8                      | Control Environment Questionnaire                                      | 12-31-2020 |
| 9                      | IT general controls process  | 12-31-2020 |
| <b>Cash</b>            |  |            |
| 10                     | Bank Confirms  | 12-31-2020 |
| 11                     | Bank Statements <small>Firm provided (1) file</small>                  | 12-31-2020 |
| 12                     | Bank Account list  | 12-31-2020 |
| 13                     | Bank Recs  | 12-31-2020 |
| <b>A/R &amp; Sales</b> |  |            |
| 14                     | AR Aging   | 12-31-2020 |
| 15                     | AR Confirms <small>Firm provided (1) file</small>                      | 12-31-2020 |
| 16                     | ADA Calc   | 12-31-2020 |

**1 Inquiries**  
Chairman of Board / Chairman of Audit Committee Inquiries  
CREATED BY: CPA Manager  
DUE DATE: 12-31-2020

**Your Attached Files**  
1 File : 0.01 Kb  
ABC Co. Documentation.txt  
0.01 Kb-ABC Co. CFO 10-29-2020

**Comments / History**  
Comments : 2  
ABC Co. CFO: 10-29-2020 01:39 PM  
Comment : Thank you for the clarification. I am gathering the documentation now.  
CPA Manager: 10-29-2020 10:59 AM  
Comment : Please provide Descriptions of management's approach for identifying and valuing obsolete inventory. Please include a schedule of all



03.

### REQUEST DETAIL PANE

When a request is selected, a detail of that request is displayed in the Detail Pane. This area shows the details of the request and provides another way to access files. It also includes a comments section where you can communicate with your accounting firm about individual requests as well as the history of that specific request.

The screenshot displays the Suralink web application interface. At the top, the 'suralink' logo is on the left, and 'Clients' and 'Engagements 12' are on the right. Below the logo, the breadcrumb 'ABC Co. > Annual Financial Audit' is visible. A horizontal bar contains several colored boxes representing different request categories: General, Cash, A/R & Sales, Inventory, Fixed Assets, Accounts Payable, and Taxes. Below this is a search bar and a 'Sort: Request Id' dropdown. The main area shows a list of requests, with the first one selected. A 'Change Request State' pane is open on the right, showing details for the selected request: '1 Inquiries', 'Chairman of Board / Chairman of Audit Committee Inquiries', 'CREATED BY: CPA Manager', and 'DUE DATE: 12-31-2020'. The pane also includes an 'Add Assignments' button, a 'Drag and Drop' area for file uploads, and a 'Your Attached Files' section showing one file: 'ABC Co. Documentation.txt' (0.01 Kb). Below this is a 'Comments / History' section with a text input field and a 'Send' button. Two comments are visible: one from 'ABC Co. CFO' and one from 'CPA Manager'. The footer of the application contains navigation links: 'Introduction', 'Live Support', 'Tutorials', 'Knowledge Base', 'Feedback', 'Legal', 'My Account', and 'Logout'.



04.

FIRM FILES

Each request includes **Firm Files** and **Client Files**. Firm Files are documents your accounting firm provides to you. Documents provided by the firm may include: documents for your own records, a list of selections, or a template that you will need to complete and return.

If the firm has provided a file for a specific request, you will see a blue link on the request that says, “**Firm provided (x) files.**” Clicking this link will allow you to download the files.

The screenshot shows the Suralink web application interface. At the top, there is a navigation bar with the Suralink logo, the client name 'ABC Co.', and the current request 'Annual Financial Audit'. Below this is a filter bar with categories: General, Cash, A/R & Sales, Inventory, Fixed Assets, Accounts Payable, and Taxes. A search bar and a 'Sort: Request Id' dropdown are also present. The main area displays a list of 13 requests. Request 4, 'Employee Schedule', is highlighted with a red box around the text 'Firm provided (1) file'. To the right, a detailed view of the selected request is shown, including the request title, creation date, and a section for 'Your Attached Files' which lists '1 File : 0.01 Kb'.



## 05.

### CLIENT FILES

Client Files are the documents that you provide to your accounting firm. You can upload files to a request in two ways:

1. Drag and drop the files onto the request or into the Detail Pane.
2. Click the upload area on either the request or the Detail Pane to select files from your computer to upload.

Once uploaded, the documents stay attached to the request throughout the engagement. Your accounting firm can now easily access your documents for testing.

The screenshot displays the Suralink Client View interface. At the top, the Suralink logo is visible on the left, and 'Clients' and 'Engagements 12' are on the right. Below the header, there is a navigation bar with 'ABC Co.' and 'Annual Financial Audit'. A horizontal bar contains various colored icons representing different categories: General, Cash, A/R & Sales, Inventory, Fixed Assets, Accounts Payable, and Taxes. Below this is a search bar and a 'Sort: Request Id' dropdown. The main content area shows a list of requests with columns for request number, title, and date. The first request is '1 Inquiries' with a date of '12-31-2020'. The detail pane on the right shows the selected request '1 Inquiries' with a 'Change Request State' dropdown, 'CREATED BY' (CPA Manager), and 'DUE DATE' (12-31-2020). Below this is an 'Add Assignments' section and a 'Drag and Drop Onto or Click To Attach a File to the Selected Request.' area, which is highlighted with a red dashed box. At the bottom of the detail pane, there is a 'Your Attached Files' section showing '1 File - 0.01 Kb' with 'Download Files' and 'Delete Files' buttons.



## 06.

### REQUEST STATUS

The status of each request is indicated by a specific color and can be changed in the Detail Pane view. Additionally, once you upload a document to a request, the status of that request automatically changes from “Outstanding” (gray) to “Fulfilled” (orange). After the firm evaluates the documents, they can change the request status to either “Accepted” (green) or “Rejected” (red) depending on if the documents you provided meet the firm’s requirements.

#### NOTE:

You, as a Client User, can only change the status of requests between “Outstanding” and “Fulfilled.”

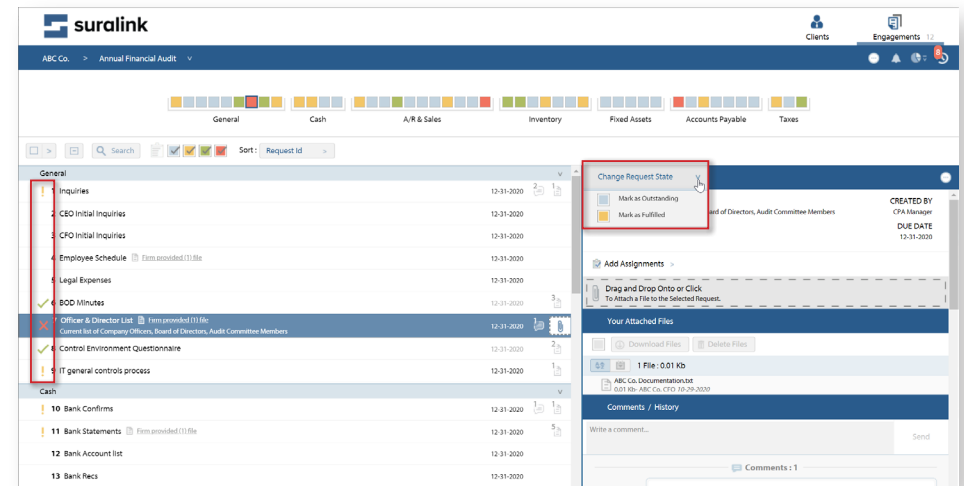
Users from your accounting firm can change requests to any status.

**Outstanding:** This is the default status; requests that are “Outstanding” (gray) require action from you.

**Fulfilled:** This is the status after you, the client, have provided the necessary documents.

**Accepted:** This is the status of a completed request that does not require any additional action.

**Rejected:** This is the status of a request that does not meet your accounting firm’s requirements and needs additional action from you. Your accounting firm should provide an explanation of why the request was rejected in the Detail Pane.





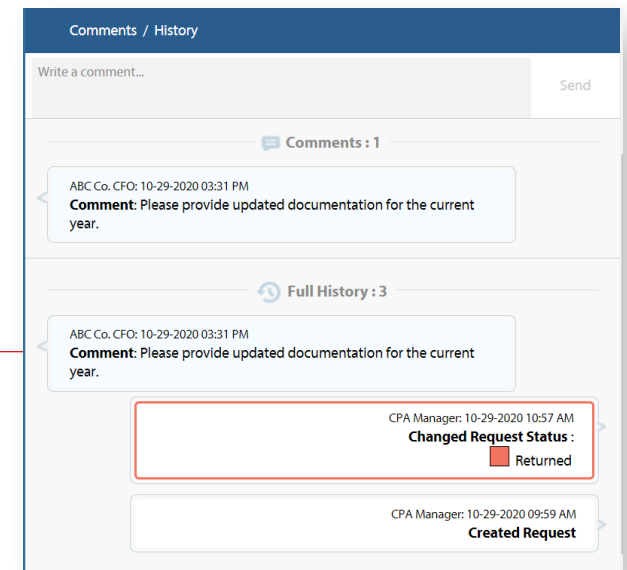
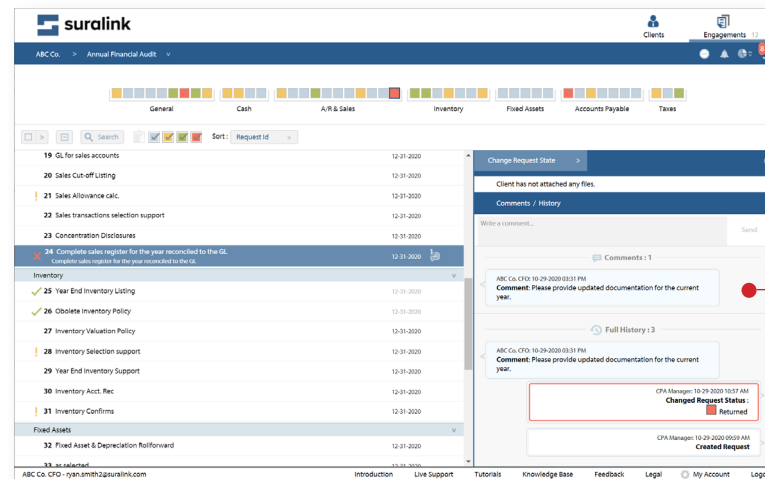


07.

COMMENTS AND HISTORY

Each request has a section that displays both the complete history of that request in addition to any comments associated with that request. Any action taken on a request—either by you or your accounting firm—is logged in the history. This includes everything from creating the request to uploading files and much more.

At any time, you or your accounting firm can add a comment to provide additional instructions or insight about a request. Examples of comments include asking for clarification about a request and communicating anything related to that request or its files. To leave a comment, simply type that comment in the box that says, “Write a comment.”





## 08.

### SEARCHING AND SORTING

Located above the requests, the Search, Filter, and Sort features can be used to quickly find what you are looking for.

- The Search bar will search request names and descriptions.
- The Filter boxes (multi-colored boxes with checkmarks in them) will hide or show requests based on the selected Request Statuses (e.g., “Outstanding,” “Fulfilled,” “Accepted,” or “Rejected”).
- The Sort dropdown box sorts requests based on the criteria selected.

The screenshot displays the Suralink Client View interface. At the top, there is a navigation bar with the Suralink logo, the client name 'ABC Co.', and the engagement name 'Annual Financial Audit'. Below this, there are filter boxes for various categories: General, Cash, A/R & Sales, Inventory, Fixed Assets, Accounts Payable, and Taxes. A search bar and a sort dropdown menu (set to 'Request Id') are highlighted with a red box. The main area shows a list of requests, including '1 Inquiries', '2 CEO Initial Inquiries', '3 CFO Initial Inquiries', '4 Employee Schedule', '5 Legal Expenses', '6 BOD Minutes', '7 Officer & Director List', '8 Control Environment Questionnaire', '9 IT general controls process', '10 Bank Confirms', '11 Bank Statements', and '12 Bank Account list'. A detailed view of the '1 Inquiries' request is shown on the right, including a 'Change Request State' dropdown, a 'Drag and Drop' area for attachments, and a 'Your Attached Files' section with a file named '1 File - 0.01 Kb'.



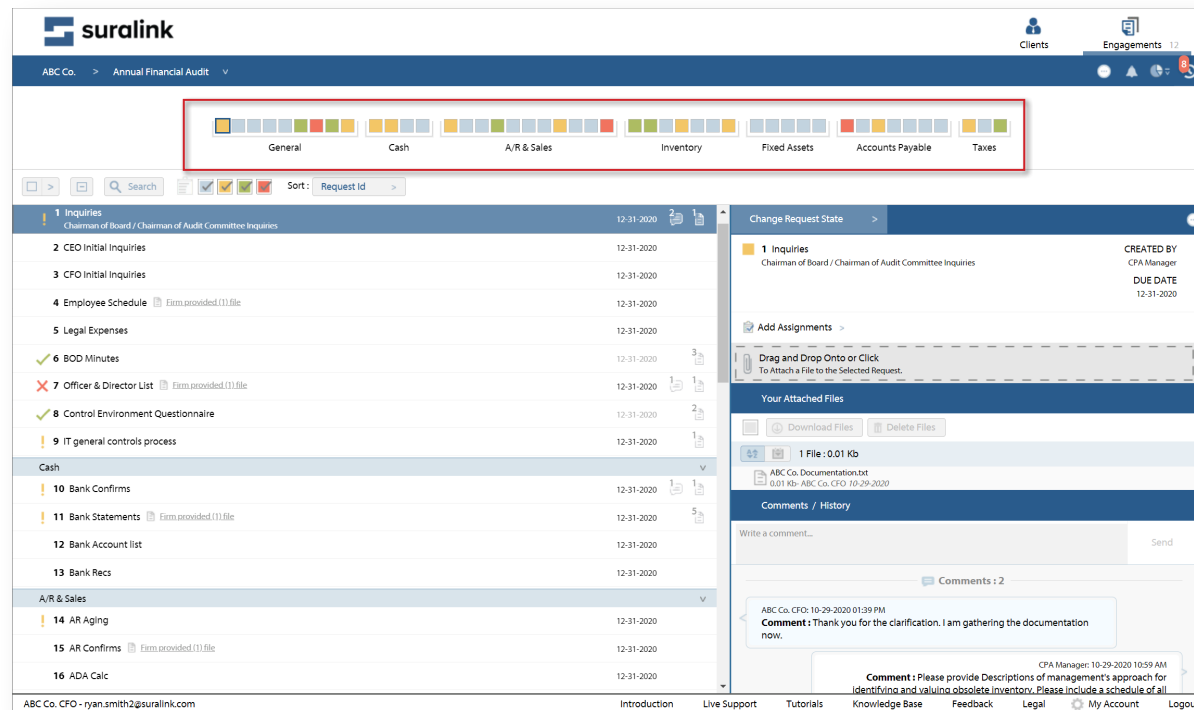
09.

QUICK VIEW BAR

Across the top of the page is the Quick View bar. This section displays the same requests you see in the Request Line Items section.

Each box represents a request and the color of the box represents that request's status.

Mousing over a box displays the name of the request, and clicking the box selects the request in the Request Line Items section





10.

DASHBOARD

The Dashboard gives you a summary of your engagement, as well as notifications on past due requests or items that require follow-up. This section can be expanded or minimized with the Dashboard button.

The screenshot displays the Suralink dashboard for an engagement. At the top, the 'Engagements' tab is active. The main area features a 'REQUEST SUMMARY' section with a donut chart and a table of request counts. Below this is a horizontal bar chart showing the status of requests across various categories. A table lists 11 inquiries, with details for each including status and dates. A right-hand panel provides a detailed view of the first inquiry, including its state, creator, due date, and attached files.

| Status      | Percentage |
|-------------|------------|
| Outstanding | 60%        |
| Fulfilled   | 21%        |
| Returned    | 6%         |
| Accepted    | 13%        |

| Category       | Count |
|----------------|-------|
| Total Requests | 46    |
| Accepted       | 6     |
| Returned       | 3     |
| Outstanding    | 27    |
| Fulfilled      | 10    |

| Inquiry #   | Description                       | Date       | Status                 |
|-------------|-----------------------------------|------------|------------------------|
| 1           | Inquiries                         | 12-31-2020 | 2                      |
| 2           | CEO Initial Inquiries             | 12-31-2020 |                        |
| 3           | CFO Initial Inquiries             | 12-31-2020 |                        |
| 4           | Employee Schedule                 | 12-31-2020 | Firm provided (1) file |
| 5           | Legal Expenses                    | 12-31-2020 |                        |
| 6           | BOD Minutes                       | 12-31-2020 | 3                      |
| 7           | Officer & Director List           | 12-31-2020 | Firm provided (1) file |
| 8           | Control Environment Questionnaire | 12-31-2020 | 2                      |
| 9           | IT general controls process       | 12-31-2020 | 1                      |
| <b>Cash</b> |                                   |            |                        |
| 10          | Bank Confirms                     | 12-31-2020 | 1                      |
| 11          | Bank Statements                   | 12-31-2020 | 5                      |

| Request State | Created By  | Due Date   |
|---------------|-------------|------------|
| 1 Inquiries   | CPA Manager | 12-31-2020 |

Thanks for completing our tutorial! We wish you the best of luck as you begin using Suralink and are confident that it will help you increase efficiency and improve the client experience.

Contact us at [support@suralink.com](mailto:support@suralink.com) or through our live chat option in the platform if you have any questions.